

**SAIT Student Learning**  
Presentation by Mary Carp

MC MR MS M+ M-

← CE C ± √

7 8 9 / %

4 5 6 \* 1/x

1 2 3 - =

0 . +

**- Strategies -**

Firefox | Search or enter address

Assessment Strategy

Quantitative data was acquired via the following methods:

- A survey of student workers asking them to reflect on their problem-solving, technical, customer service, and teamwork skills at the beginning and end of their employment at SAIT
- A survey of User Support staff asking them to reflect on each student's acquisition of these skills over the same period
- Reports from the SAIT user ticketing system to measure student productivity individually and as a group over the course of the 2014 academic year

Teaching Strategy

Teaching strategies for this year were:

- Topic-specific one-on-one or group training with User Support staff in office
- Shadowing of User Support staff in the field
- Consumption and production of training materials such as manuals, walkthroughs, and video tutorials
- Peer-to-peer guidance and collaboration

Response differences and averages were calculated, graphed, and then assessed via paired t-tests

Downloads Bookmarks History Add-ons Sync Settings

**- Future Improvements -**

- Implement a new technical training program with a defined set of learning objectives and criteria for achievement
- Incorporate customer service and teamwork skills in a more intentional way within the current training framework
- Conduct surveys of student workers and staff in a true pre/post method, deploying at the beginning and end of the academic year
- Refine ticketing system settings to more accurately reflect student productivity

**- Learning Outcomes -**

Students who are employed by SAIT will...

- ...demonstrate personal responsibility and effective collaboration in a team environment.
- ...analyze and solve problems through application of technical skills.
- ...develop interpersonal skills, such as respectful and timely communication, applicable to future professional and personal relationships.

Owner Documents Pictures Music Games Computer Control Panel Devices and Printers Default Programs Help and Support

All Programs

Search programs and files

Shut down

**- Results -**

Each category—and nearly every question—showed a statistically significant improvement according to both student (n = 13) and staff (n = 2) surveys. This is particularly visible in the technical skills category:

User support ticket resolution rates for student workers showed an upward trend over the course of the 2013-2014 academic year:

**Survey Responses**

Survey Category	Before SAIT: Student	After SAIT: Student	Before SAIT: Staff	After SAIT: Staff
Teamwork	3.8	4.3	3.2	4.0
Customer Service	3.5	4.3	3.2	3.9
Problem Solving	3.5	4.1	3.1	3.9
Technical	3.1	4.3	2.8	4.1

\*Proficiency ratings were on a scale of 1 (strongly agree) to 5 (strongly disagree)

**Student Productivity**

Month	Tickets per Hour
Oct-13	0.065
Dec-13	0.06
Feb-14	0.07
Apr-14	0.12

Page: 1 of 1 Words: 0